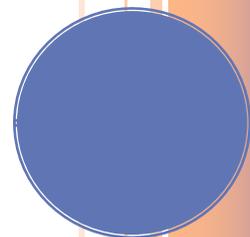


INFORMATION TECHNOLOGY

2014 Annual Report



Information Technology

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The City of Wooster

INFORMATION TECHNOLOGY DIVISION

The Information Technology Division incurred many staff changes in 2014 and at the end of the year the staff included the following personnel:

Robert Eshelman
Information Technology Manager

Scott Bodager
System Technician

Jeff Welty
System Technician

Deb Varns
User Support Analyst

MISSION STATEMENT

Our mission is to serve the citizens of Wooster by diligently supporting all departments of city government in their use of information technology products and services.

CORE VALUES

The IT department strives to daily meet the City's Core Values of Accountability, Continuous Improvement, Leadership & Management, Respect & Communications, Honesty & Integrity, Stewardship & Trust. All of these Core Values are essential qualities for a successful customer service department.

AREAS OF SERVICE

Technical Support

In Person

IT personnel visit the work areas of the person requesting help. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Network-based

IT personnel connect to the computer of the person requesting help using Dameware remote control computer management software to any PC on the city network. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Chat (Instant Messaging)

A web based instant message option through Google mail. Employees frequently ask quick questions or request support through this alternative.

Phone

Many times a question or problem is addressed by speaking with the employee requesting help over the telephone. The same support steps apply; assessing the problem, applying corrective measures, and verifying that the issue has been resolved.

WITS

WITS - **W**ooster **I**nformation **T**racking **S**ystem. A web-based application created in-house by the IT Division to track support requests throughout the year. A report of the data is completed each month.

Hours of availability

This department maintains an 7 am to 5 pm daily support as well as a 7-day per week before and after hours support by means of cell phones.

Systems Integration

Hardware and software systems installation and upgrade

Research the problem and short list a small set of solutions. Apply the solution within the city in a test environment, document the results, analyze the results, implement the solution, and document key steps.

Software application development

Analyze user requirements, propose solutions, design the solution, and implement the solution.

Infrastructure

Windows Domain

All city personnel receive a Windows logon that enables access to different network resources based on their group memberships and the permissions configured for their account. IT creates and manages user accounts, permissions, and files associated with their individual logon (referred to as Roaming Profiles) that is available at any City computer they sign onto.

Network Infrastructure

IT configures and maintains 24 switches, 2 routers, and 3 firewalls to provide optimum network speed and reliability to the City of Wooster computer users.

Wireless Network Infrastructure

IT configures and maintains 2 wireless networks, 1 guest wireless network, and 1 internal wireless network to provide convenient mobile access to city data and the internet.

Virtual Infrastructure

This technique allows for costs savings in actual physical server purchases, support contracts, cooling, and power consumption. Virtualization allows for more efficient management of existing servers and faster deployment of new ones.

Wiring Closets

Each department hosts a wiring closet and it contains the department's Cisco switch, connected to a battery backup, and network cable termination panel.

Server Room

IT maintains a server room at City Hall in which the fiber connections for each department connect to a central switch. One VMware virtual server is housed in the server room as are the remaining physical servers (with the exception of 1 at the City's Water Treatment Plant, 1 at the City's Water Pollution Plant and 7 at the City's Public Properties Maintenance Building).

Disaster Recovery

An off-site backup server room is also located at the City's Public Properties Maintenance Building. This location is connected by a separate fiber connection to City Hall and houses a second Domain Controller, two backup servers, a DataDomain backup storage array, a firewall for backup internet connection, and the second VMware server.

Off-site Backups

Backups of all servers are created by 2 servers running the Bacula enterprise backup software and written to a DataDomain storage array. These devices are located in the backup server room at the City's Public Properties Maintenance Building. The most important servers are backed up nightly; less critical servers are backed up weekly.

Fiber Runs

Each city department is connected to the network by fiber optic cable. The city owns all of its fiber runs with the exception of the Fire Station 2 connection located on Highland Avenue and a dedicated internet connection for Police Mobile Data Terminals. These two fiber connections are leased from MCTV.

Phone System

The city owns a Mitel phone system that is supported by Mackay Communications. The IT staff performs administrative tasks such as updating extension and voice mailbox information.

Cellular

Cellular service is currently purchased from Verizon Wireless.

Security Planning and Testing

No new hardware or software system is created or installed without the evaluation of security factors relevant to that system's operations as well as how they will affect the security of systems that are already in place; securing the City's digital assets from hackers and other undesirables.

Prevention of malware infections on PCs and servers and cleaning them if one does get through.

Software Licensing

The IT division tracks Windows Desktop and Server, Microsoft Office, Adobe Acrobat, and other software licensing to ensure our installed systems are within the number of licenses we own.

Hardware and Software Purchases

When requested, IT does research, make recommendations, provides quotes for hardware and software purchases sought by departments, and then places the order/s

Web

Internet

The City's Public website was created and is maintained by IT staff and serves as a means of information distribution to the public.

Intranet

The City's internal website was created and is maintained by IT staff and serves as a means of information distribution amongst the city's departments. This allows for the posting of forms, documentation, and other pertinent information.

Woobid

A public website that was created and is maintained by IT staff that assists in disposal of approved release of unnecessary equipment by auction to the highest bidder.

GovDeals

A public website that assists in disposal of approved release of unnecessary equipment by auction to the highest bidder.

Portal

An internal web application server that provides functionality currently used by various divisions such as Police, Legal, Building Standards, Finance, Utilities, Engineering, and Information Technology.

ArcInfo

Web application server hosting the city's GIS. This is available in both a public and an internal version.

Emergency Notification System

A web-based application created by IT Division to allow authorized City personnel to send out emergency notification to citizens who have subscribed via the City of Wooster's website. This application is also hosted on the portal web application server.

Training

New Hires

IT conducts individualized training for new hires, familiarizing them with the City's network resources, website, email, login/password procedures, and basic software programs.

Core Apps

IT conducts individual or group training, on-site or in the Training Room at City Hall, for the core software programs used by the City of Wooster, including the following: Google (Mail, Docs, Sites, Groups), Microsoft Office (Word, Excel, PowerPoint)

Hosted Training

The Training Room in the IT Division is often utilized for web-based training, conference calls, or vendor onsite training. Examples of recent vendor conducted training are: Ifas, Inhance, T2 Flex, ECF, Sign Reflectivity webinar

Conference Room setup

IT often sets up training to be conducted by others, in the IT Training Room, as well as the Administration and Finance Conference rooms. Such setup usually involves connecting computers, installing software, logging onto conferencing websites, and dialing in to conference calls.

Testing

Conduct testing for potential new hires and for in-house promotional purposes.

Metrics

Equipment Uptime (Servers, Network Devices, Phone System)

2008	Average: 99.738%
2009	Average: 97.735%
2010	Average: 99.972%
2011	Average: 99.913%
2012	Average: 99.978%
2013	Average: 99.813%
2014	Average: 98.279%

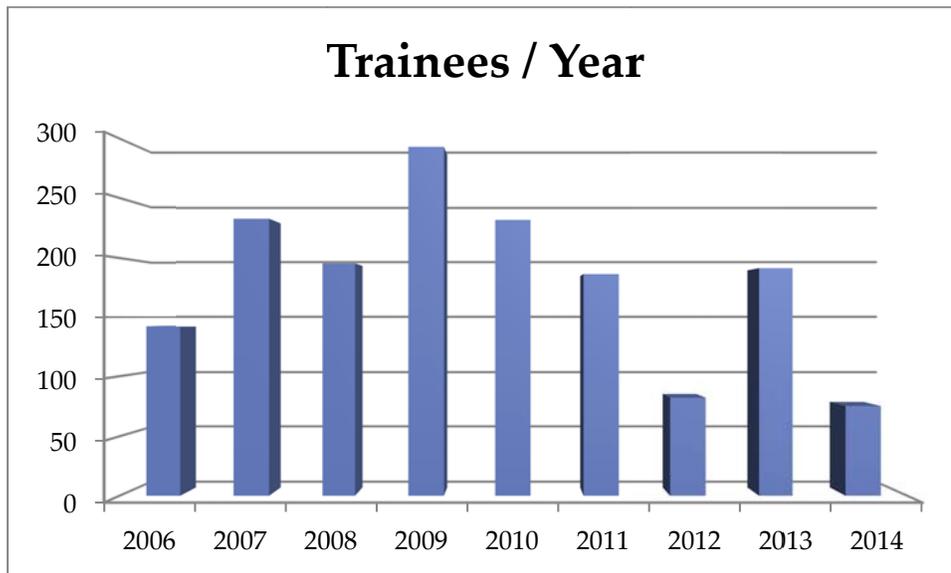
Support Requests Completed

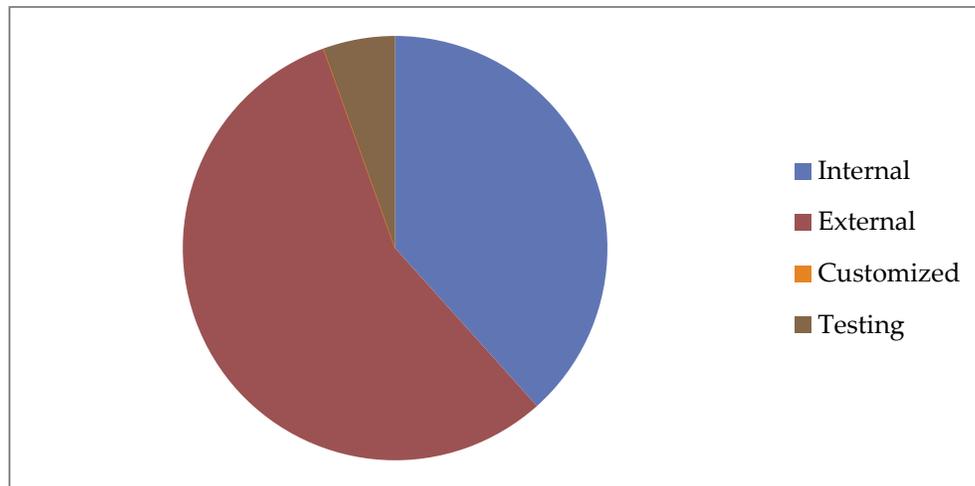
2009	238	Information requests
	2137	Work requests
2010	17	Information requests
	955	Work requests
2011	30	Information requests
	1003	Work requests
2012	25	Information requests
	890	Work requests
2013	27	Information requests
	949	Work requests
2014	6	Information requests
	1117	Work requests

Training Completed

2014 categories	Participants
Inhance	14
New Hire	28
Online	3
Aqua Workflow	7
Skillsets	3
Lifepak Implementation	5
Testing	4
Ifas	4
Webinar	2
Star Prestige	7
APS2	2
Total	75

*Trainings
in 2014*





Internal trainings are instructed in the IT training room by either the IT staff or by another city employee.

External trainings are instructed in the IT training room by either an outside vendor coming onsite or by means of webcasts.

Custom trainings are scheduled internal individualized trainings that occur off-site and in the IT training room.

Testing is for potential new hires or for promotional purposes within the city.

2014 Goal and Objectives Obtained

- Completed 80% of upgrade from Windows XP to Windows 7.
- Upgraded Identipass in coordination with Building Standards.
- Upgraded WCS server which hosts InHance and ICIS systems.
- Created 2 new virtual servers for Arc GIS.
- Converted City's forms that are posted on the public and intranet websites to fillable PDF forms.
- Upgraded KVM switch and controllers in City Hall server room
- A new version of inHance was installed for the finance department. The new version is ICIS
- Installed a new plotter in Engineering to replace older ones.

- *Used one of retired Engineering plots in Building Standards.*
- *Fire Station 2 MFP was replaced*
- *New copiers were installed in IT, BDS, ENG, and Admin*
- *Virtualbox was used to create Windows 7 images for rolling out to each department as they were upgraded to Windows 7*
- *Finance department was setup with dual monitors for almost all users*
- *IFAS O:\ issue was resolved*
- *Some file servers were resized to all more storage capacity*
- *Police car MDT's were replaced with tablets*
- *Replaced four Engineering computers*
- *Replaced two computer in Admin/Legal with Windows 8.1 laptops*
- *Kaspersky was upgraded*
- *Squad/engine phones were replaced*
- *Firehouse was replaced with software used on iPads*
- *Lifepaks were setup for properly communicating with the hospital*
- *Bacula installed on new servers*
- *IFAS issues at the hospital were resolved*
- *City website was updated/modified as needed*
- *Traffic software upgrades*
- *Portable Traffic Caution signs were setup to work via Bluetooth technology*
- *Email Encryption was added for some users*
- *Linux servers were upgrade to new version*
- *EmergiTech upgrade on MDT's*
- *Retrieved old email for McMahan/DeGulis Law Firm*
- *DEMM configurations were changed in the police cars*

2015 Goals and Objectives

- *Complete Windows 7 upgrades*
- *Upgrade Microsoft 2003 servers to Microsoft 2012*
- *Upgrade department network access switches*
- *Replace end-of-life network storage with larger SAN storage*
- *Implement new VoIP phone system to replace aging Mitel system*
- *Set up new departmental file servers*
- *Review and refresh Microsoft Group Policy Server*
- *Setup new DHCP & DNS servers*
- *Implement new IT work order system and develop metrics*
- *Overhaul and upgrade City Hall's Firewall*
- *Set up an Asset Management system*
- *Have each member of the department complete at least one continuing education course.*
- *Put together a Department Operational Plan*